

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 16-01-00

| TOTAL STEPS | STEPS PASSED | STEPS FAILED | OVERALL STATUS | DEFECT LIST |
|-------------|--------------|--------------|----------------|-------------|
| 55 | 54 | 1 | Fail | 1 |

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

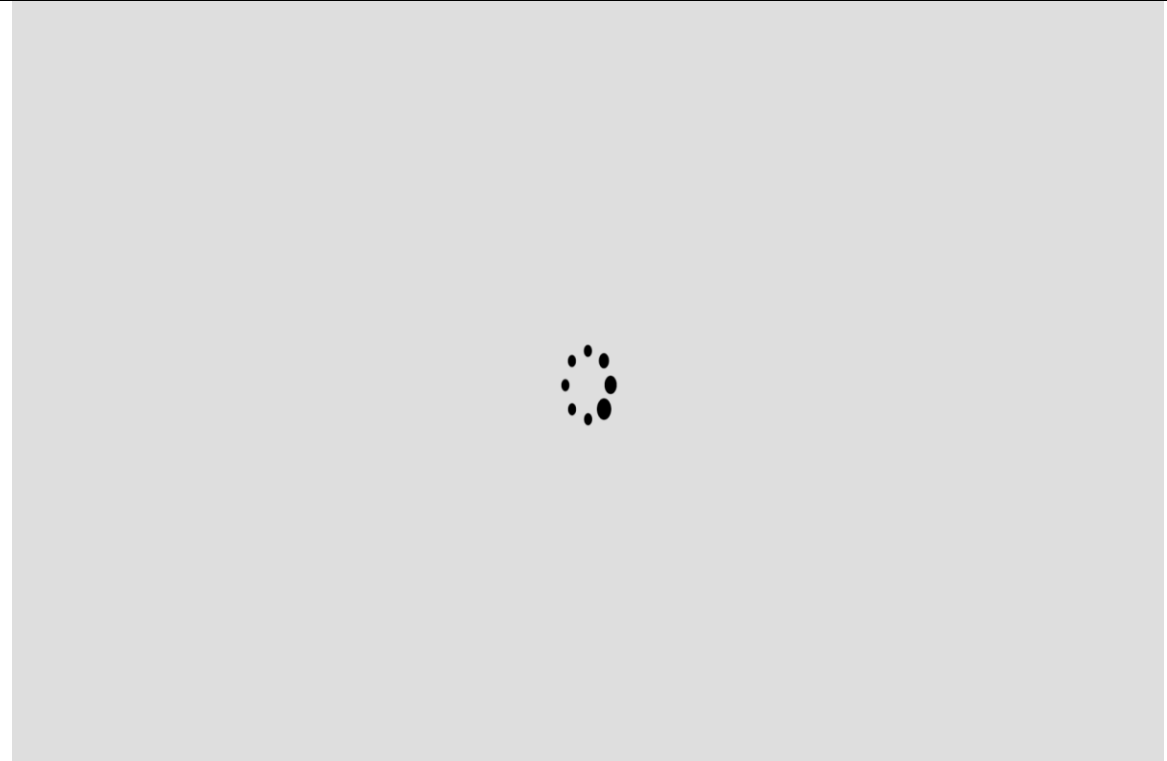
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



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| Step No:3 |
| Step Description: Click on loginbutton |
| Expected Result: loginbutton should be clicked |
| Actual Result: The Element: loginbutton is clicked |
| Status: Pass |
|  |

Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



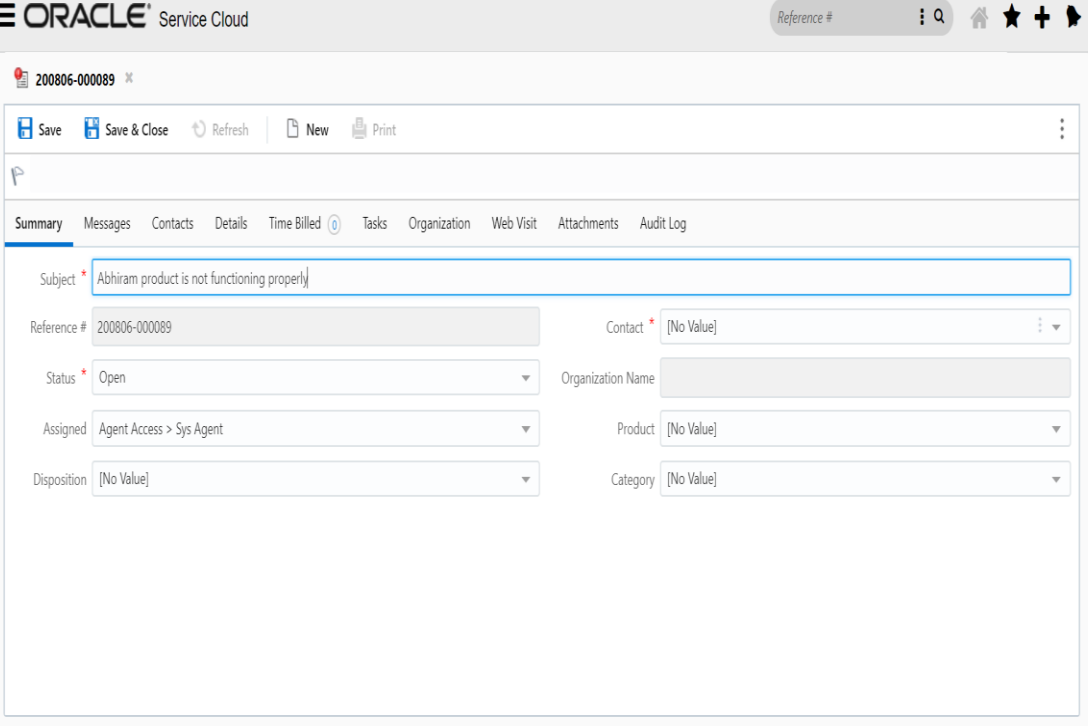
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: Abhiram product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for creating or editing an incident. The top navigation bar includes the Oracle logo, 'Service Cloud' text, and a search bar labeled 'Reference #'. A user profile icon with the initials 'SA' is visible in the top right corner. Below the navigation bar, a tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a form with the following fields: 'Subject' (text input with the value 'Abhiram product is not functioning properly'), 'Reference #' (text input with the value '200806-000089'), 'Status' (dropdown menu with 'Open' selected), 'Assigned' (dropdown menu with 'Agent Access > Sys Agent' selected), 'Disposition' (dropdown menu with '[No Value]' selected), 'Contact' (dropdown menu with '[No Value]' selected), 'Organization Name' (text input), 'Product' (dropdown menu with '[No Value]' selected), and 'Category' (dropdown menu with '[No Value]' selected). The form is surrounded by a toolbar with icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'.

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. Below the header, the case number '200806-000089' is displayed. A toolbar contains buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a form with the following fields:

- Subject: Abhiram product is not functioning properly
- Reference #: 200806-000089
- Status: Open
- Assigned: Agent Access > Sys Agent
- Disposition: [No Value]
- Contact: Adam Smit (highlighted with a blue border)
- Organization Name: [Empty]
- Product: [No Value]
- Category: [No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area shows a form for a case. On the left, a sidebar contains a 'Summary' tab and a list of fields: Subject, Reference #, Status, Assigned, and Disposition. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' sections. Under 'Recent', 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. Under 'All', '[No Value]' is listed. The 'Subject' field is expanded, showing 'Admin - Full Access' and 'Agent Access'. The 'Reference #' field shows 'System Agent2'. The 'Status' field shows 'Minhaj Ameen'. The 'Assigned' field shows 'Sys Agent'. The 'Disposition' field shows '[No Value]'. On the right side of the form, there are fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000089

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface * mow_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

SA

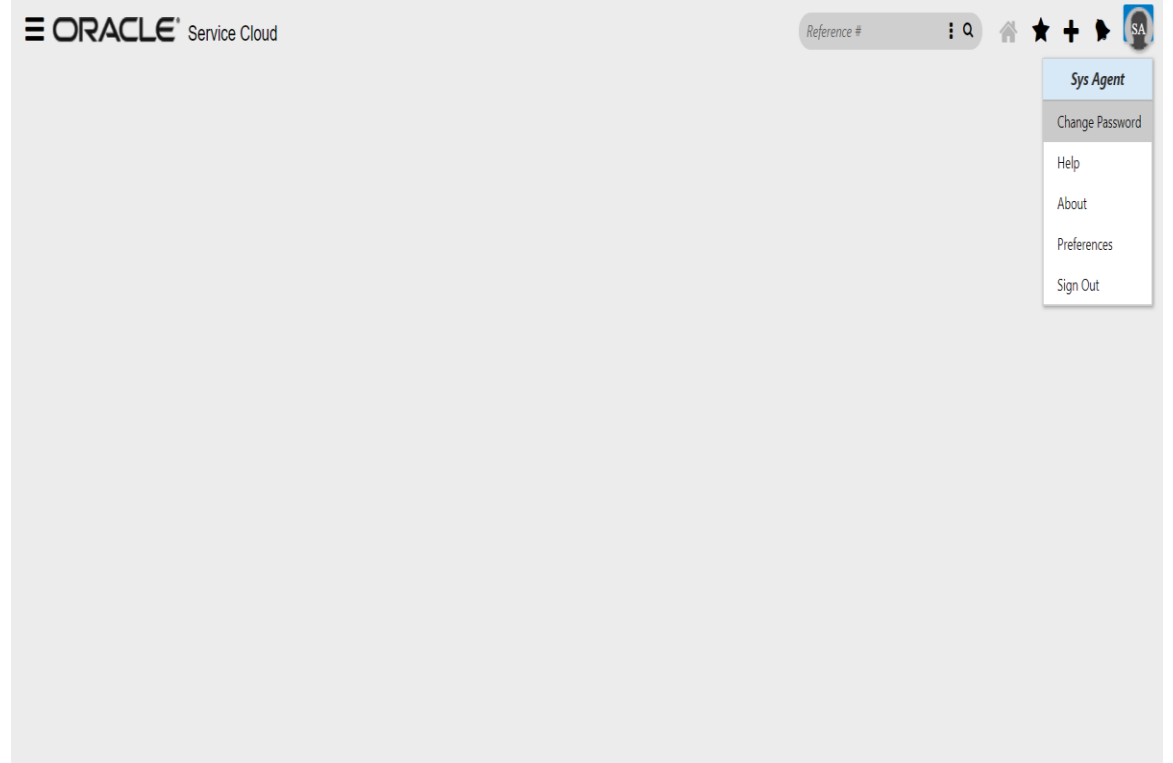
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



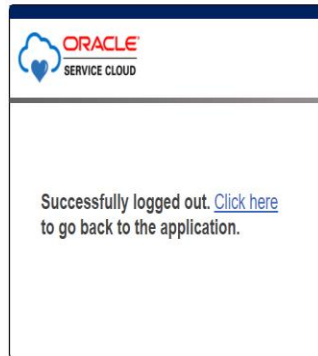
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass



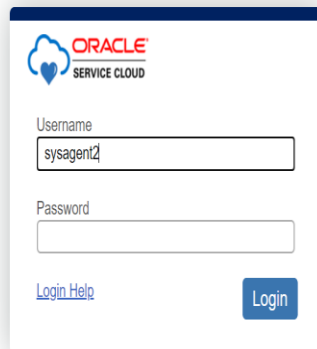
Step No:12

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME1 is set with text: sysagent2

Status: Pass



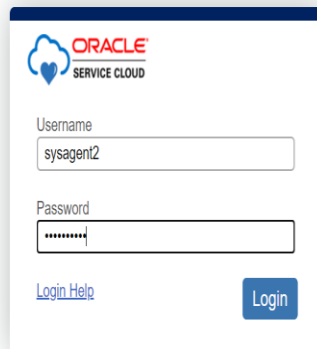
Step No:13

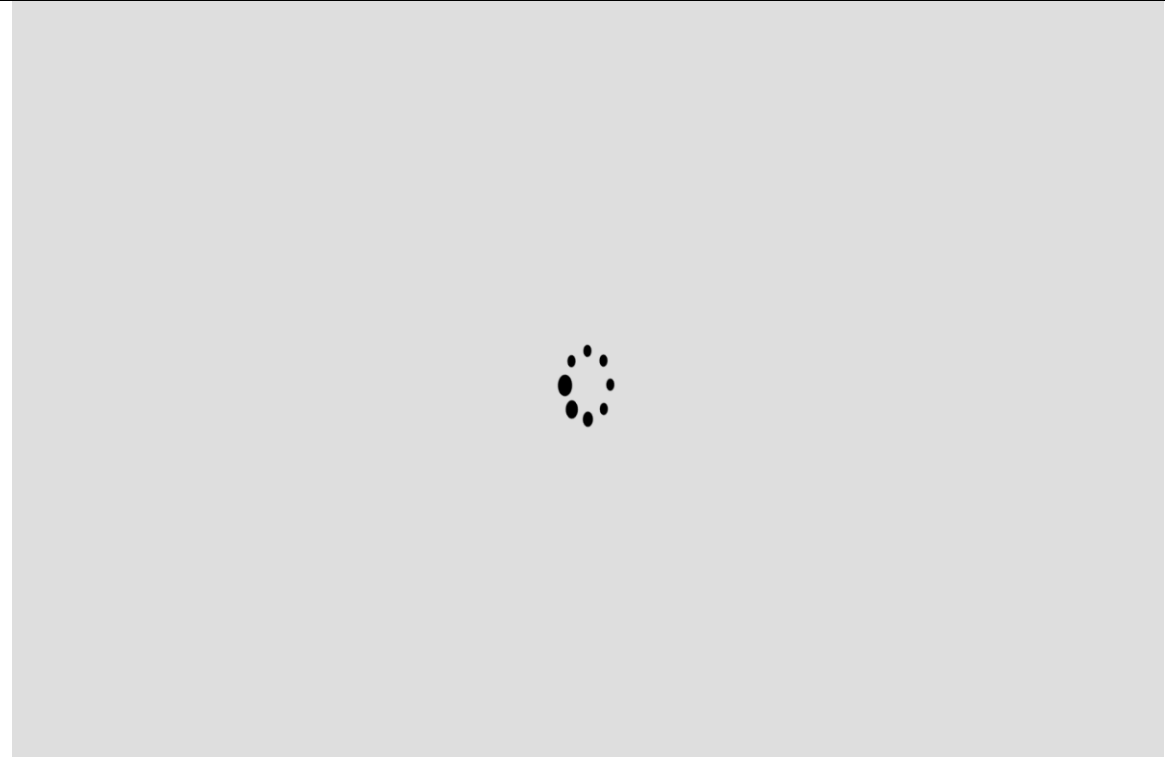
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD1 is set with text: Agent12345

Status: Pass



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| Step No:14 |
| Step Description: Click on loginbutton |
| Expected Result: loginbutton should be clicked |
| Actual Result: The Element: loginbutton is clicked |
| Status: Pass |
|  |

Step No:15

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: null

Status: Fail

ORACLE Service Cloud

Reference #

My Inbox

Search Refresh Reset Open New Print Copy Assign Propose Fill Inbox Delete Bookmark

| Subject | Date Due | Status |
|---------------------------------------------------------------------|---------------------|------------|
| how this product works, ab92547 product is not functioning properly | 08/07/2020 05:30 AM | Unresolved |
| how this product works, ab92547 product is not functioning properly | 08/07/2020 05:30 AM | Unresolved |
| how this product works, ab92547 product is not functioning properly | 08/07/2020 05:30 AM | Unresolved |
| Test Incident | 08/06/2020 05:30 AM | Unresolved |

4 Records

